

# **Digest of a Performance Audit of the Division of Information Technology Services**

This audit of the Division of Information Technology Services (ITS) is the result of a Legislative Process committee request. Our audit reviewed significant information technology related activities throughout the state. To assess the degree to which information technology related activities and functions are coordinated throughout the state, the scope of this audit was expanded beyond the Division of Information Technology Services. As such, we reviewed the responsibilities and functions of the state Chief Information Officer as well as the activities of various institutions of higher education relative to purchasing of equipment, long-distance telephone service, and maintenance of desktop computer equipment. We also reviewed purchasing practices of agencies within the executive branch, an activity over which ITS has no authority.

Our findings indicate that ITS is generally providing services as directed by statute. However, they could improve in the areas of customer service and customer relations. Also, we believe the division should more accurately determine and document the cost of some services they provide. In addition, and external to ITS, we found the need for greater control and coordination in the areas of desktop computer equipment purchasing, long distance telephone service, and maintenance of desktop equipment. We believe greater control and coordination through the state Chief Information Officer is necessary.

**Coordination of Information Technology Functions Could Improve.** We found that while there are diligent and productive efforts to coordinate information technology (IT) activity in the state, there is nonetheless, significant opportunity for better coordination among information technology users. Significant savings may be realized through better coordination and increased controls over technology users. For instance, we believe that several million dollars alone could be saved annually through modified purchasing practices. Similarly, significant savings in long-distance telephone service and desktop computer equipment maintenance could be achieved annually through enhanced coordination and cooperation. Finally, we found that greater efficiency and effectiveness could be realized in the area of mainframe computing through the establishment of policies and procedures which mandate certain controls.

**More Controls are Needed Over Customer Service.** Our audit determined that staff within the Division of Information Technology Services (ITS) identify and correct customer service problems; however, ITS does not always maintain good customer relations. We are concerned with both delays in getting customer problems resolved and a lack of communication between ITS staff and the customer. We recognize the value of ITS' ability to correctly diagnose and rectify customer problems but service delays and poor communication have increased customer frustration and dissatisfaction with the service.

**Fiscal Review is Needed.** We found that some service provision areas are making substantial profits in order to subsidize other areas that are losing money. Rates in some functional areas that have generated either a profit or loss for the past two or three years have not been adjusted based on the deliberate recommendation of the rate committee. We also found that information was not available to document the existing rate structure for some smaller functional service area.